



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Patent Application

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Case No.: **Bogart 18-3-1-4-1**

Serial No.: **09/588,963** Group Art Unit: **3623**

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Examiner: **Akiba K. Robinson Boyce**

Title: **Multimedia Customer Care Center Having a Layered
Control Architecture**

Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

Submission

SIR:

In conjunction with the accompanying Request for Continued Examination in the above-identified case, please enter this Submission therein.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 6 of this paper.